



POSITION DESCRIPTION

CLASSIFICATION TITLE Senior Coordinator (underslotted Program Manager)

WORK AREA Information Services/Customer Service

CLASS CODE 5311/Exempt **EFFECTIVE DATE:** August 1, 2001

FUNCTION Coordination of special projects and customer service issues for the Information Services division. Responsible to independently meet with customers to identify issues and solutions, and assist in the implementation of the solution.

EDUCATION AND EXPERIENCE Bachelor's Degree in Computer Technology or a closely related field and two (2) years of progressively responsible experience.
A comparable amount of education, training, or experience may be substituted for the minimum qualifications.

SPECIAL REQUIREMENTS

Considerable knowledge of information services operations. Extensive knowledge of business English, spelling, and arithmetic functions. Knowledge of project management and project tracking methodologies. Knowledge of management practices in government operation. Knowledge of applicable laws, regulations, procedures, and processes governing the receipt, custody and expenditure of government funds. Must be skilled in the operation of personal computers and associated software to include word processing and spreadsheet functions.

Ability to organize and prepare complex technical reports and spreadsheets. Ability to establish and maintain an effective working relationship with supervisors, subordinates, and the general public. Ability to communicate effectively both orally and in writing. Ability to communicate needs and react calmly and decisively in emergency situations. Ability to work with all levels of the organization and the general public. Ability to complete work assignments with minimum supervision. Independent judgment and decision making is required. Ability to work independently to ensure that the assigned workforce achieves accurate and timely results. Ability to analyze assigned functions and operations, and make recommendations for efficient and economically sound operating methods. Ability to compile and analyze quantitative data.

ESSENTIAL FUNCTIONS *Note: These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is a logical assignment to the position.*

Acts as a Project Manager to initiate, plan, execute, control and close customer service and other special projects independently. Prepares project plans and develops timetables for measuring progress.

Serves as a principal liaison between staff, other department/divisions, and external vendors on day-to-day programmatic and operational issues. Independently researches technical solutions for cost effectiveness and functionality. Makes recommendations to customers. Monitors service levels and response times for customer requests and suggest improvements as appropriate.

Facilitates meetings with department representatives and reviews open issues and anticipated needs to ensure the division's ability to meet the requests of county departments.

Assists the Division Manager with budget preparation, expenditure tracking, and with special projects. Assists in developing long range and project goals and objectives. Develops and implements policies and procedures as well as guidelines for users throughout the County.

Initiates and effectively recommends for approval by the Division Manager, hiring, termination, performance evaluation, disciplinary, and/or commendatory actions for assigned personnel.

Performs other duties as assigned or as may be necessary.

WORKING CONDITIONS The work environment for this position is generally an office setting. Most duties are performed while sitting at a desk, table or workstation. This position has regular exposure to radiant and electrical energy found in an office environment.